

PROGRAM SPECIALIST
GS-0301-11

I. INTRODUCTION

This position is located in the Department of Labor (DOL), Employment and Training Administration (ETA). The position requires the performance of a variety of program-related assignments. The incumbent reviews plans, analyzes and develops program requirements, establishes and revises operating procedures, reviews operations, and provides technical assistance.

II. MAJOR DUTIES AND RESPONSIBILITIES

Reviews program plans to ensure that requirements are met.

Develops pertinent factual data and revises guideline material.

Reviews operations of programs administered by agencies at state or local levels or by other organizations.

Obtains pertinent information about a designated area of operation and takes steps to correct deficiencies.

Explains regulatory and legal requirements relevant to problem situations. Provides information and clarifications to assist in the resolution of problem situations.

Negotiates agreements to correct inadequacies revealed in the evaluation process. Normally, the issues concerned are not controversial.

III. FACTOR LEVELS

Factor 1 - Knowledge Required by the Position	FL 1-7	1250 pts.
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Knowledge of the principles, techniques, and methods applicable to the assigned program's subject-matter sufficient to plan, schedule, and conduct operational, evaluation, and improvement projects.

Knowledge of the assigned program's objectives and requirements sufficient to extend, adapt, and apply new techniques and methods to solve problems and improve effectiveness.

Skill in oral and written communications in order to respond to inquires, advise and consult with customers, present recommendations, and prepare reports.

Factor 2 - Supervisory Controls

FL 2-4

450 pts.

The supervisor provides limited direction, setting the overall project objectives. The supervisor, in consultation with the incumbent, develops deadlines and project plans. The incumbent is responsible for independently performing assignments and keeping the supervisor apprised of potentially controversial issues. Completed work is reviewed for feasibility, compatibility with other work, and effectiveness in meeting requirements and expected results. The supervisor may develop a performance management plan identifying office specific duties for the incumbent to perform.

Factor 3 - Guidelines

FL 3-3

275 pts.

Guidelines consist of standard Federal regulations, organizational policies, and directives. Procedural guidelines are not always applicable to specific project assignments; therefore, the incumbent must use judgment in selecting or adapting guides.

Factor 4 - Complexity

FL 4-4

225 pts.

The work involves many different and unrelated work processes and methods including researching rules and regulations affecting the program, analyzing data gathered, and preparing reports with recommendations. The work may require frequent modification of analytical techniques for conducting studies and establishing criteria for information collected. The incumbent utilizes existing policy and established methods to determine what needs to be done and develops method for collecting and assessing the information gathered.

Factor 5 - Scope and Effect

FL 5-3

150 pts.

The work involves planning, advising on, and evaluating assigned projects. The projects planned, developed, monitored, or evaluated impact the conduct, direction, and success of efforts important to the achievement of program objectives. The overall regulations, legislation, and policies produced as a result of the incumbent's efforts materially affect internal and/or external program operations.

Factors 6/7 - Personal Contacts/Purpose of Contacts Level 3.b. 110 pts.

Contacts are with employees, supervisors, and managers throughout the organization. Some contacts are with consultants, contractors, or managers at the agency level. Contacts are for the purpose of gathering information to facilitate studies being conducted or exchanging information and discussing issues and options available. There may be some degree of controversy involved in the process of influencing others to accept ideas.

Factor 8 - Physical Demands

FL 8-1

5 pts.

The work is primarily sedentary.

Factor 9 - Work Environment

FL 9-1

5 pts.

Work is generally performed in an office setting. Occasional travel by any means of government or public transportation may be required.

TOTAL = 2470 pts.

IV. UNIQUE POSITION REQUIREMENTS